



## **PATIENT PARTICIPATION GROUP MEETING MINUTES**

**Meeting Date: Monday 11th July 2022**

**Attendees:**

Faith Woodcock  
 Kirstie Hornsey  
 Sue Scorer  
 Sophie Ferrier  
 Dr U Obu (part of meeting)  
 JB  
 HB  
 JR  
 ZS

**Apologies**

RG  
 WS  
 KD  
 DW  
 YT  
 BE  
 LC

Meeting Minutes		
Item		Owner
1.	<p><b>Welcome and Introductions</b></p> <p>Members reintroduced themselves and had access to copy of Code of Conduct, if required (all present previously seen this).</p> <p>FW explained that for this meeting only CLMC would be chairing then handing over to ZS from the next meeting. FW to meet with ZS after the meeting to discuss how we will collate agenda items etc and will contact KD with this information in due course.</p> <p>FW asked if members present were happy to have their names on the noticeboard and website – all gave permission.</p>	
<b>Action</b>	<p><b>Those members not present to please let FW know if you are happy for your name to be included, if you have not already. Names will NOT be included if I do not receive express permission.</b></p>	<b>Members</b>
2.	<p><b>Actions from last meeting – all completed</b></p>	
3.	<p><b>Meeting with telephone provider</b></p> <p>With current phone contract coming to an end the practice has met with the phone provider to discuss moving onto a cloud-based system.</p> <p>This was very positive and staff also visited a local practice who has been using the system for a couple of months now and were very happy with the new system. Patients had given very good feedback also.</p> <p>We took into account all of the points raised by PPG members and are confident that the new system will resolve most of these.</p> <p>The main features include:</p> <ul style="list-style-type: none"> <li>• Unlimited lines in and out of the surgery so patients will not get a busy tone or be cut off.</li> </ul>	

	<ul style="list-style-type: none"> <li>• A “dashboard” so the practice can see how many calls are waiting to enable them to bring in more staff to the phone group temporarily if need.</li> <li>• “Queue buster” technology – so if there are more than four people in the queue patients have the option of requesting a call back without losing their place in the queue. They can hang up and the practice automatically calls back when they reach the top of the queue.</li> <li>• Intuitive technology that “suggests” who is calling – this allows us to double check contact details are up to date but also to see when the patient last called and who they spoke with.</li> <li>• Currently if we want to change a message on the menu system we have to contact the provider, they send us a code then we have to record the message. This can take up to 24 hours. With the new system we can instantly switch on and off messages – so for example if all routine same day appointments had gone we can switch this message on. We also have the ability to move the prescription line onto a voicemail service if we have a high demand on the appointment line which we can then process over lunch.</li> </ul> <p>Rather than the user being linked to a particular handset they can log in at the start of their shift via a computer so we will always know who has spoken to the patient; in addition, staff can answer the calls from anywhere in the building to allow for extra capacity in times of high demand or low staff levels due to sickness etc. All calls can be recorded, even if people are working offsite.</p> <p>We have been given a lead time of approximately four weeks and will keep you updated.</p> <p>The system is very bespoke and easy to change so we welcome feedback and can make necessary changes ourselves very quickly.</p> <p>FW asked the PPG members present if they had any further questions as there were too many features to mention but all present happy with the information and proposal.</p> <p><b><i>It was agreed to wait until the new phone system was in place before the Chair/Vice Chair spent time in the surgery to make this more meaningful. A date will be arranged once the new system has been up and running for a couple of weeks and staff are confident with it.</i></b></p>	
<p><b>Action</b></p>	<p><b>Those members not present to please let FW know if you have any questions about the new phone system.</b></p>	<p><b>Members</b></p>
<p><b>4.</b></p>	<p><b>Patient Survey</b></p> <p>We did not receive any further feedback following the last meeting in May so the survey went live last week.</p> <p>The survey is on the website and paper copies available in the surgery to complete. We have started to raise awareness of the survey by sending out batches of scheduled texts with a link to the survey and the option to request a paper copy to be sent in the post if people prefer. Unfortunately due to the cost of sending a paper copy to all patients (9,400 patients currently registered) this is not an option. This is the first time we have send the link by text and are hoping it will increase responses.</p>	

	<p>Ideas were sought on how we could extend the reach of the survey as those without mobiles or infrequent visitors to the practice may be missed. A query was raised on how many patients did not have a mobile number. It was agreed we would run a report and if the number was not too high we could potentially send copies out. Email addresses were also discussed.</p> <p>FW suggested that our Paramedic could take copies to complete with housebound/care home patients.</p> <p>Another suggestion was to have a QR code on the posters in the practice so patients could easily scan this and complete the code online rather than going on the website.</p> <p>No end date has been agreed, it will depend on the number of responders, but we would anticipate this to be approximately 8 weeks. We will extend this, of course, if we feel we are still getting lots of responses.</p>	
<b>Action</b>	<p><b>To run report on how many patients do not have a mobile number.</b></p> <p><b>To add QR code onto the survey posters in the practice</b></p>	<b>KH/FW</b>
<b>5.</b>	<p><b>Update from GP Practice</b></p> <p>The practice had an assurance visit from the CCG (Clinical Commissioning Group)_ which went very well. They are happy with the services we are providing and all documentation etc. They state we have a good reputation within the CCG.</p> <p>Member questioned if we have a date yet for our CQC (Care Quality Commission) visit which was postponed before COVID. This has not been given yet. JB is going to come into the practice later in July to help prepare for this.</p> <p>Members were reminded that Dr Usman is leaving mid August – we do have a new salaried GP starting with us, Dr Javaid. She joins us mid September.</p> <p>We currently have a vacancy advertised for a clinical pharmacist (a role we have traditionally struggled to recruit for). We have a couple of applications this time so it is looking a bit more promising.</p> <p>Our receptionist Dolly has gone on maternity leave and we have recruited a temporary replacement. She has worked in another practice but please do be patient with her whilst she undertakes her training!</p>	
<b>6.</b>	<p><b>Suggestions and comments from the PPG members</b></p> <p>Discussion on whether some information could be added to the website which outlines which online services you can access if you have previously opted out of information sharing.</p> <p>Practice unsure of the services which can be accessed but agreed to look into this and add to website.</p> <p>Member queried if there had been any noticeable changing since the CCGs changed into ICBs (Integrated Care Boards). Nothing had changed at practice level yet although some senior managers higher up the hierarchy had changed. We will inform PPG if we learn any more.</p>	

	<p>Discussion on some of the online forms/questionnaires on the new website. Member suggested it would be helpful to have an alcohol intake questionnaire on there as this is the type of information people are often hesitant to share face to face. The forms are a new feature on our updated website so we will take a look and see if we can make this form visible.</p> <p>FW stated any feedback on the website is very welcome as the information was migrated across from the old site and not everything has moved across successfully. Also the new website has a lot more functions than the old one so if something is not on there it is possible that we could include it.</p> <p>No other points raised.</p>	
<b>Action</b>	<b>To look at adding alcohol intake questionnaire onto the website</b>	<b>KH/FW</b>
<b>7.</b>	<p><b>Date of next meeting</b></p> <p>As the PPG is now more established it was agreed that we can commence quarterly meetings. A date will be set but if there are any issues to discuss with the new phone system before then we can always book in another interim meeting. All in agreement.</p> <p>The time of the meeting was discussed as we have had low turnout over the last two meetings. It was agreed to try a 6pm meeting next time to hopefully allow people who work to attend and see if that is more suitable and increases attendance.</p>	
<b>AOB</b>	None - FW thanked everyone for attending and for their contributions and the meeting was closed.	